

NASA Ames Research Center Known Issues with Eudora 6.1

Issue: I get a message that "Mailbox has been changed since its table of contents was created. Do you wish to use the old table of contents or create a new one?" with buttons for "Create new", "Use old" and "Cancel."

Choose "Create new."

Mailboxes in Eudora are made up of two files, ".mbx" files which contain all your mail, and ".toc" files which are the table of contents information that you see when you have the mailbox window open inside Eudora. If the modified date on these two files is not synchronized, Eudora will want to rebuild the toc from the mailbox to make sure that what is displayed in the window is the most accurate information. If you choose "Use old" you may end up keeping old pointers to messages that aren't there or not catching pointers to new messages that should be there.

If you ever have reason to suspect that your Table of Contents file has gotten corrupted and Eudora doesn't automatically allow you to fix it, you can force Eudora to rebuild the toc file by closing the program and deleting the XXX.toc (where XXX is the name of the mailbox) file for that mailbox, (note each mailbox will have an "XXX.toc" file and an XXX.mbx file). **CAUTION: don't delete the .mbx file** – the .mbx has your actual mail in it!) Eudora will look at the .mbx file and create the table of contents based on the messages that it finds there.

Issue: After upgrading my Eudora, I launch the new Eudora and all my settings and mailboxes and addresses are gone.

Eudora's installer does not delete any of your personal data files so if things appear missing after an upgrade, then the new Eudora install was installed into a different directory than your previous installation. You can find the old installations and reinstall your upgrade into the same directory where your personal data files such as mailboxes (*.mbx), settings (eudora.ini), address books (nndbase.txt and *.txt in the Nickname folder). When the Install Shield Wizard asks you what directory you would like to use for the installation, click browse and select the directory where your data files reside. Why would Eudora default to a different directory than where your older version was installed? Eudora looks at the registry for the last install directory. If it finds one, it will install into that directory; if it doesn't find the registry entry, it will default to installing in C:\Program Files\Qualcomm\Eudora Mail\.

WINDOWS 2000/XP NOTE: The security model of Windows 2000 has changed the way Eudora is installed and the way it determines where to create data files -- including mailboxes, email attachments, address books, and so on.

On a Windows 2000 system, only someone with Administrator privileges can install software in the Program Files folder. Someone with User privileges cannot

do so. In fact, a program launched by a User can't store any data in the Program Files folder or any subfolder of Program Files. Unfortunately, earlier versions of Eudora would try to do exactly that by default; consequently, if an Administrator installed Eudora and a User tried to run it, it would fail to work properly. With Eudora 6.1 under Windows 2000, the default location to install the application is still under Program Files, but the data files are kept in a User's Application Data folder (typically "C:\Documents and Settings\<username>\Application Data", where <username> is the User's login name). The installer lets you pick a different place for Eudora to store data. If only an Administrator is going to be running Eudora, the data can go anywhere at all, but if a User is going to be running Eudora, the data should go in that user's Application Data folder.

Issue: Eudora made itself the default mailer without asking me. How do I fix it?

On some machines, the client will automatically make itself the default mail program. To disable this, go to Tools -> Options -> Extra Warnings and check the option "Start Eudora and it's not the default mailer." Exit Eudora and start up your other mail program. When it prompts you to make it the default mail program, click "Yes".

Issue: I am having trouble trying to get Eudora to work with my dual monitor system.

Eudora 6.1 does not support dual monitors at this time.

Issue: I am having problems with my toolbar icons. Some icons seem to have disappeared.

Unfortunately, on a small percentage of systems, the toolbar icons will fail to display correctly. There is currently no fix to this problem.

Issue: I'm having trouble viewing some icons and text in Eudora.

In certain Windows color schemes (i.e. "Plum"), some icons and text may become difficult to read. It is advised that you use standard Windows color schemes if you run into this problem.